Application/Control Number: 09/855,860

Art Unit: 2600

CLMPTO 09/22/04 JW

Cancel Claims 1-28

Amend Claims 45,

 (PreviouslyAmended) A method of processing a telephone call from a celler, the method including:

receiving the belophone call;

(dentifying a telephone number associated with the telephone call)
retrieving information associated with the caller from a database based on
the telephone number;

generating code, at a telephony server, for a web page that contains the information associated with the caller, wherein the web page is associated with an identifier; and

transmitting the identifier associated with the web page to an agent selected to answer the telephone call.

30. (Previously Presented) The method of claim 29, including displaying the web page to the agent.

Application/Control Number: 09/855,860 Art Unit: 2600

- 1 31. Previously Presented. The method of claim 28, including antibibiling a connection between the caller and the agent.
 - (Previously Franchick) The method of this 25, wherein its identifier essectated with the web page is a underen resource boater (LRC).
 - 23. (Previously Presented) The stathed of claim 22, britishing miscring the agent to prever the received friephone call before transmitting the identifier associated with the web tases.
 - 34. Greedously Amended) The method of claim 16, refurein the agent is referred.
 based on the information associated with the culter.
 - (Previously Amended) A system for processing a tulephone call from a caller, the system including:
 - a consisting mechanism to mostra the talephone call;

 an identification mechanism to identify a feliphone number successful
 with the talephone call;
 - a seinteval prochamium to minieva information associated with the called tool of the called المستعدد المستعدد
 - a web page generating maximum to gundrate COSe, at a talephony servat, for a web page that combined the information searched with the miles, wherein the tree page is associated with an identifier; and
 - a transmission creditation to burned the identifier spectated with the reds page to an apper existed to answer the balephone call.
 - 38. (Previously Presented): The system of datim 38, including a display mediandum for displaying the tests page to the selected against
 - (Previously Presented) The system of claim 33 including a convention device to subtible a connection between the call is add the selected agent.
 - 18. Preciously Amended) The system of data 85 including a solution out thatian in select the equal to among the telephone aab.
 - (Previously Amended) The system of claim 18, wherein the selection mechanism selects the agent bread on the retrieved information that is associated with the cultre.
 - (Previously Amended) A muchine-readable medium having stored thereon a sequence of instructions that, when associately a machine, crosses the machine for

Application/Control Number: 09/855,860 Art Unit: 2600

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receive a telephone call from a callet,

identify a felophore mutthet estacisted with the telephone call; teatiers information especiated with the callet from a dalabase based on the (alphone number)

generals code, at a balophory server, for a wab page that contains the trummation essociated with the caller, wherein the web page is associated with an identifier; and

interests the Marchier esculated with the web page to an agent will sind to answer the balephone call.

- 61. (Previously Presented) The method of claim 20, wherein his web page includes an interactive web page that making the agent to account additional information.
- 63. Previously Presented) The method of claim 10, wherein the Identific associated with the web page is communicated to an agent distidop application that relatives and displays the web page.
- 43. Previously Free suled) The system of cisim 34, wherein the display mathematically implays an interactive web page that enables the minuted again to access additional information.
- 16. (Previously Presented) The system of claim 18, wherein the transmission machemism communication in identifier masociated with the web puge in an again decision systemation that retained and displays for web page.
- 48. (Currently Amended) A system to process a talephone tall books, the system including:
 - a first masers for sectioning the telephone call;
 - a second areans for identifying a bisphore number associated with the received behavious cally
 - a third means for retrieving information assessed and the fit caller from a distribute based on the identified plephysic number;
 - a fourth means for generating code, at a talgeboom sector, for a web page to that contains the information appointed with the callest officials the web page to appointed with an idealifier; and
 - s fifth makes for createrships the identifier encodered with the web page to not again talketed to knowed the trimplement will.